

Amendments to the Claims

1. (Currently Amended) A method for providing Internet-based telephone call message translation for translating messages between parties of a telephone call, the method comprising the steps of:

providing a server having communication capability over an Internet Protocol connection;

providing at least one message translator having communication capability over an Internet Protocol connection; and

providing a full-duplex text communication link through the server between at least a first party of a number of parties of a telephone call and the message translator via an Internet Protocol connection; and

providing a communication link between a conference bridge and the message translator, thereby allowing the first party to participate in a conference call via the full-duplex text communication link.

2. (Currently Amended) The method for providing Internet-based telephone call message translation as claimed in claim 1, further comprising the step of:

providing a voice communication link between at least a second party of the number of parties of the telephone call and the message translator.

3. (Currently Amended) The method for providing Internet-based telephone call message translation as claimed in claim 1, wherein the full-duplex text communication link between at least the first party of the telephone call and the message translator is provided by:

providing an Internet Protocol connection capable communication device to the first party of the telephone call;

establishing ~~an~~ a full-duplex text Internet Protocol connection from the first party of the telephone call to the server; and

through a call switching device at the server, directing the full-duplex text Internet Protocol connection from the first party of the telephone call to an available message translator to complete the full-duplex text communication link.

4. (Currently Amended) The method for providing Internet-based telephone call message translation as claimed in claim 2, wherein the voice communication link between at least the second party of the number of parties of the telephone call and the message translator is provided by:

identifying to the message translator a telephone number of the second party to be called;
and

the message translator effecting a dial out to the second party at the identified telephone number and establishing a dial-up connection to complete the voice communication link.

5. (Currently Amended) The method for providing Internet-based telephone call message translation as claimed in claim 2, wherein the voice communication link between at least the second party of the number of parties of the telephone call and the message translator is provided by:

dialing out from the second party to the server and establishing a voice communications connection between the second party and the server; and

through a switching device at the server, directing the voice communications connection to an available message translator via an Internet-based connection to complete the voice communication link.

6. (Currently Amended) The method for providing Internet-based telephone call message translation as claimed in claim 1, wherein the full-duplex text communication link between at least the first party of the telephone call and the message translator is provided by:

providing a terminal device having communication capability to the first party of the telephone call;

the message translator dialing out to the terminal device of the first party; and

establishing a full-duplex plain-text connection between the message translator and the terminal device to complete the full-duplex text communication link.

7. (Currently Amended) The method for providing Internet-based telephone call message translation as claimed in claim 1, wherein the full-duplex text communication link

between at least the first party of the telephone call and the message translator is provided by:

providing an Internet Protocol or network connection capable communication device to the first party of the telephone call; and

the message translator establishing ~~an a~~ full-duplex text Internet Protocol connection to the first party of the telephone call via the server to complete the full-duplex text communication link.

8. (Currently Amended) The method for providing Internet-based telephone call message translation as claimed in claim 7, wherein the full-duplex text communication link between at least the first party of the telephone call and the message translator comprises a real-time exchange of messages.

9. (Currently Amended) The method for providing Internet-based telephone call message translation as claimed in claim 1, wherein the message translator comprises a ~~human communications assistant~~ message translator terminal.

10. (Original) The method for providing Internet-based telephone call message translation as claimed in claim 1, wherein the message translator comprises an automated communications assistant.

11. (Currently Amended) The method for providing Internet-based telephone call message translation as claimed in claim 1, wherein messages are translated from text to speech and from speech to text, ~~as required~~.

12. (Currently Amended) A system for providing Internet-based telephone call message translation for translating messages between parties of a telephone call, the system comprising:

a message translator for translating messages between a number of parties of a telephone call from text to speech and from speech to text, ~~as required~~; the message translator having communication capability over an Internet Protocol connection;

at least one terminal device having communication capability over an Internet Protocol

connection for use by at least a first party of the telephone call; and

a server having communication capability over an Internet Protocol connection for establishing ~~an~~ a full-duplex text Internet Protocol connection to the terminal device and for establishing ~~an~~ a full-duplex text Internet Protocol connection to the message translator; and a conference bridge coupled with the message translator to allow the first party to participate in a conference call via the full-duplex text Internet Protocol connections.

13. (Currently Amended) The system as claimed in claim 12, wherein the message translator further comprises at least one communication line interface for effecting a voice communication line connection between the message translator and at least a second party of the telephone call.

14. (Original) The system as claimed in claim 12, wherein the server further comprises a switching device for directing an incoming call to an available message translator.

15. (Currently Amended) The system as claimed in claim 12, wherein the server comprises a web server for establishing the full-duplex text Internet Protocol connections to the terminal device and to the message translator and a message server for administering communication of messages between the parties to a call and the message translator.

16. (Currently Amended) The system as claimed in claim 12, wherein the message translator comprises a ~~human communications assistant~~ message translator terminal.

17. (Original) The system as claimed in claim 12, wherein the message translator comprises an automated communications assistant.

18. (Canceled).

19. (Currently Amended) A method for providing call center service, the method comprising the steps of:
establishing a full-duplex text communication link between at least a first party and a call

center via Internet Protocol;

establishing a voice communication link between at least a second party and the call center; and

establishing a communication link between a conference bridge and the call center, thereby allowing the first party to participate in a conference call via the full-duplex text communication link.

20. (Canceled).

21. (Currently Amended) A method for providing call center service, the method comprising the steps of:

providing a server having communication capability over Internet Protocol;

providing at least one call center ~~operator~~ message translator having communication capability over Internet Protocol; and

providing a full-duplex text communication link through the server between at least a first party and the call center ~~operator~~ message translator via Internet Protocol; and

providing a communication link between a conference bridge and the call center message translator, thereby allowing the first party to participate in a conference call via the full-duplex text communication link.

22. (Currently Amended) The method for providing call center service as claimed in claim 21, further comprising the step of:

providing a voice communication link between at least a second party and the call center ~~operator~~ message translator.

23. (Currently Amended) A system for providing call center service, the system comprising:

a call center ~~operator~~ message translator for providing services to at least a first party, the call center ~~operator~~ message translator having full-duplex text communication capability over Internet Protocol; and

a conference bridge coupled with the call center message translator to allow the first party

to participate in a conference call.

24. (Currently Amended) The system as claimed in claim 23, further comprising:
at least one terminal device having full-duplex text communication capability over
Internet Protocol for use by at least the first party.

25. (Currently Amended) The system as claimed in claim 23, further comprising:
a server having communication capability over Internet Protocol for establishing ~~an a~~
full-duplex text Internet Protocol connection to a terminal device and for establishing ~~an a~~ full-
duplex text Internet Protocol connection to the call center ~~operator~~ message translator.

26. (Currently Amended) The system as claimed in claim 23, further comprising:
~~a call center operator for providing services to at least a first party, the call center~~
~~operator having communication capability over Internet Protocol;~~
at least one terminal device having full-duplex text communication capability over
Internet Protocol for use by at least the first party; and
a server having full-duplex text communication capability over Internet Protocol for
establishing ~~an a~~ full-duplex text Internet Protocol connection to the terminal device and for
establishing ~~an a~~ full-duplex text Internet Protocol connection to the call center ~~operator~~ message
translator.